Utah Technology Advisory Board
March 13, 2006

Attendees: Martin Frey, Steve Fletcher, Steve Hess, Myron March, Ed Ekstrom

Guests: Greg Gardner, Jim Matsumura, Dave Burton, Lloyd Johnson, Spencer Jenkins, William Shiflett, Randy Hughes, Jolet Olsen, Dave Fletcher

Excused: Tani Downing

Steve Fletcher welcomed the group and asked for approval of the minutes from the previous meeting, Myron March motioned to approve the minutes, Martin Frey seconded the motion and the group approved.

Steve Fletcher discussed the Enterprise Planning retreat, held on March 3, 2006, explaining that the meeting was very good. There were many good ideas. Steve mentioned that there will be follow-up meetings to discuss the initiatives (electronic records, employee portal, broadband expansion, etc) with each community of interest. Other next steps will be looking at funding, collaboration and creating a balanced scorecard. Martin Frey said that this needs to be an on-going function, with meetings held during the interim. Ed Ekstrom asked what the frequency of the meetings would be. Martin said that every other month would probably work best. Ed also asked if external facilitators would be used again. Martin said that he feels that possibly this could be done without further facilitators, possibly utilizing facilitators for specialized discussions. Ed said that he hoped a gap analysis had been done during the session that would also include enterprise level discussion that could create need for common infrastructure, etc. Steve Fletcher said that he would be happy to share information from these meetings with this group. Steve Hess asked how this would alter the strategic plan. Steve Fletcher said that this information would be the driver that creates the strategic plan and refocuses the plan. Martin Frey suggested that possibly the current eGovernment Committee could be charged to work on this.

ACTION: Agenda for the next Cabinet meeting, reporting structure.

DTS Activity Update
Steve Fletcher gave an update of the activity that has taken place since the last meeting and also briefed the group on the quick wins. He mentioned that now all of the employees are now part of DTS. As we move forward there are two pilot projects (Service Desk & Service Level Agreements) that are being put in to place. Steve mentioned that we will be looking at best practices using ITIL, understanding our business drivers, etc. Martin Frey also said that we could use the employee portal and imaging (items from the Enterprise Planning session) as quick wins. Greg Gardner mentioned he was part of the Social Service group, at the Enterprise Planning session; that suggested mobile worker, business continuity and disaster recovery, no-stop government as areas to focus on. Steve Fletcher mentioned that we don't have enough bandwidth in many of the facilities through out the state. Many of the applications will require more bandwidth, i.e. video conferencing. Steve asked for suggestions and would like to create a plan to go forward with. Ed Ekstrom suggested a formal proposal that the Board could support. Martin Frey asked about the org structure and suggested that there be project managers over specific areas. Steve Fletcher said that we will need to move from an agency oriented focus to service product oriented, managing service products and service product areas. Ed also suggested that we use the data that has been gathered,

identify the gaps and work from there. Steve said that with the knowledge base, we will need outside help. Ed said that communication is very important during this process. Greg Gardner mentioned that Neil Ashdown did a good job of laying the ground work. Ed asked if there would be a quantitative update on the strategic plan, transition plan and gap analysis for the next project. Steve Fletcher said that we would be working on this.

The meeting was then adjourned.